

TX-UNPS– CACFP Claims

Frequently Asked Questions (FAQs)

Updated 11/10/11

Claims Statuses

Pending – claim has not been submitted. It may already be complete, error-free and saved. You still need to check the Certification box and click the red ‘Submit’ button.

Error – you have an error and cannot submit your claim until that error has been resolved.

Incomplete – more information is required to complete your claim.

Accepted – you have successfully submitted your application and it is being reviewed by TDA staff

Processed – your claim has been paid. You should receive reimbursement in 4 -7 business days.

FAQs

New! Q: What using the POS file format upload for amendments?

A: For CEs using the POS file format to upload claim data, when doing claim amendments you can either upload the entire updated file, or just upload the sites that have changed.

New! Q: What about mixed tier providers?

A: If a provider is Tier 2 mixed, their claim record will need to include their days of operation and ADA in both the Tier 2 high and Tier 2 low fields. (The same as is done if entering the claim manually).

New! Q: How come my Provider ID field is not populating?

A: We've identified a bug where when new providers have been added to TX-UNPS, the Provider ID field has not been being populated. Our vendor will be running a script to update these IDs (when the upload button becomes available).

Q: Can I just fax my claim in to speed things up because my application hasn't been approved?

A: Faxing in claims will result in longer processing time. It is faster to wait for you application to be approved and then file your claim in TX-UNPS. CACFP CEs that do not have an approved 2011-2012 application on file cannot have claims processed for this program year.

Q: Do I have to file a claim amendment for sites/providers I couldn't add because they are still listed under another sponsor but are no longer working with them?

A: Applications are reviewed on a first submitted first reviewed basis. If you have your packet returned to add sites/providers you will go to the back of the queue when you resubmit. If you allow your submitted application to be approved and then update sites/providers you can file claims sooner and file an amendment for added sites/providers. Providers and sponsored sites must let sponsors know when they are terminating their agreements, as specified in the agreement. Sponsors are then responsible for terminating those sites or providers with TDA.

Providers or sponsored sites cannot move to a new sponsor until their agreement with their previous sponsor has been terminated.

Q: The first batch of payments has been processed, where can I view claim information?

A: Claim included in this first batch will show a Claim Status of "Processed" on the Claim Year Summary screen. To view the Distribution Amount for a Processed claim, go to the Payment Summary screen (on the Claims menu). A few days after a claim is processed, this screen will also contain the Warrant Number and Paid Date. Please note: Process Dates prior to 10/17/2011 are a result of data conversion. Therefore, the date and distribution amount will not correlate with a specific SNAPS payment.

Q: How will I do claim amendments? Will I be able to do a claim amendment for last fiscal year?

A: Claim amendments from last fiscal year and this fiscal year can be done in TX-UNPS. Amendments will be done by making a revision to the existing claim, not by submitting a new claim. August and September claim amendments will be done at the CE level and amendments to October and subsequent months will be at the site level.

Q: Advances are connected to claims now, how does that work?

A: You may request full (100%), partial (75%) or half (50%) advance payments at any time during a program year (PY). Because advances are like loans that must be repaid, advance payments will be recouped from your claims for reimbursement filed during the same PY. In addition, after your original advance, you will not be issued another advance until you have filed a claim. This new system ensures that advances are repaid in full and adjusts the amount of subsequent advances based on your claim amounts. Before requesting an advance be sure you understand what an advance is and how it is recouped.

Updated! Q: Can I enter claims even though my 2011-2012 application has not been approved?

A: Your August and September claims can be filed and paid if you have an approved application on file for Program Year (PY) 2010-2011. Claims after September are for PY 2011-2012 and cannot be filed or paid until the 2011-2012 application is approved.

Q: Why can't I submit my August or September claims?

A: August and September claims will be filed under Program Year 2010-11. The TX-UNPS default year is PY 2011-12 so, you will have to navigate out of that program year and into PY 2010-11 to file for August and September.

Q: My claim changed back to 'Pending' status?

A: Your claim is NOT complete until it shows a status of "Accepted." Once your claim has a status of "Accepted," do not click "Modify" unless you intend to make a change. Instead click "View" to look at your claim without modifying it or click "Summary" to review payment information. If your claim is in "Validated" or "Pending" status, it will not be paid. You can resolve this situation by going into the claim, clicking on the red "Continue" button at the bottom of the claim, and then checking the certification box, and clicking "Submit for Payment".

Q: How do I check that I submitted the right dollar amount?

A: After submitting a claim, double check your dollar amounts in the summary screens. If the amounts are incorrect click 'Modify' to change and then submit again.

Q: Is there training for claims in TX-UNPS?

A: Training videos, user manuals and other resources are available anytime at the TX-UNPS Training Page, at <http://www.texasagriculture.gov/txunps-training/>

Q: Will I be able to view my claim history?

A: TX-UNPS allows you to view claim history, amounts and other information and you can track your claim status online. Because it is online you can check any time you log on to TX- UNPS.

Q: Do we still have a Monday deadline to submit?

A: Payments are no longer processed on a fixed schedule. That means no more Monday deadline because claims will be processed on a recurring basis throughout each week.

Q: My claim Status is 'PENDING', am I done?

A: NO! Once the claim is entered and you have cleared any errors, you should go back to the main claim screen. At that point, you may select 'SUBMIT'. If you do not select submit your claim will remain in 'PENDING' status and cannot be processed.

Q: What if I faxed in a claim over the last month?

A: If you faxed in a claim over the last month, it should already be entered in TX-UNPS. Log on to TX-UNPS to check the status of your claim.

Q: Can I still fax claims or send in a paper claim?

A: Entering your claims in TX-UNPS is the fastest way to receive your claim payment. You may still submit a paper claim but it will take longer to process.

Q: When can we start site level claiming?

A: Site Level Claiming begins on November 1, 2011 with your October claim.

Q: When can I request an Advance?

A: Anytime. However, if you plan to request a November advance, you need to have a complete, approved application on file in early October to allow enough time for a November advance to process.